

## CANCEL PAYMENT

### Introduction

This section of the document will show how an authorized user can cancel a payment in progress. Only payments that have not been processed completely can be canceled, i.e., the status of a payment must be 'Submitted' for it to be canceled. If a payment has already been processed it cannot be cancelled.

### Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on 'Cancel Payments'. The following screen will appear, listing all unprocessed payments, eligible for cancellation. Click on the confirmation number.

Change Password | Logoff

Employer Home

FAQ/Contact Us  
Workflow - My Inbox  
Account Maintenance  
Benefit Charge Activities  
Collections  
Correspondence  
Employment and Wage Detail Reporting  
History  
Payment Information  
    ▶ **Cancel Payments**  
    ▶ Payment Account Summary  
    ▶ Search Payments

**Employer Information**  
Employer Account Number: 100      Employer Name: TEST CORP

**Cancel a Post-Dated Payment**

Confirmation Number	Payment Amount	Effective Date
500053207	\$960.40	10/12/2009

Select the Payment to Cancel:

Click here to open and cancel the payment.

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3. A page will appear where you will be prompted to enter your notes on the cancellation. Enter your notes and click on 'Submit'.
4. The following screen will appear confirming that the cancellation is complete.

Change Password | Logoff

Employer Home

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**Employer Information**  
Employer Account Number: 100      Employer Name: TEST CORP

Payment #500053207 \$960.40 has been canceled.

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